

Change a Food Item Already Issued

Missouri cheat sheets cover MOWINS functionalities. The card should always be inserted before and after a change is made for the information to appear correctly on the card and in MOWINS. Users should be familiar with WIC policies. Please contact your technical assistance staff with questions.

Assess Redemption Activity for Current Benefit Set:

- Click the **Benefit Management** menu.
- Select **View EBT Transaction History**.
- Type the first (1st) day of the current month into Start Date field.
- Click the **Redemption Activity** radio button.
- Click **Search**.
- Click **View Details** to determine if the redemption activity is for the selected participant.

No Redemption Activity → Void Current and Future Benefits:

- Click the **Benefit Management** menu.
- Select **Food Adjustment Wizard**.
- Click the **Void Current and Future Benefits** radio button.
- Click **OK** (or press the Enter key on the keyboard).
- Click **Yes** on the confirmation message.
- Click **OK** (or press the Enter key on the keyboard) on the successfully voided message.
- In the *Food Prescription* tab:
 - Delete future food prescriptions.
 - Add new current and future food prescriptions.
- Click the **Issue Benefits** icon and re-issue current and future benefits.

Redemption Activity → Change a Food Already Issued:

- Click the **Benefit Management** menu.
- Select **Food Adjustment Wizard**.
- Click **OK** (or press the Enter key on the keyboard) since MOWINS defaults to the **Change Food Already Issued** radio button.
- Select type of food from *Food Category* drop-down.
- Click **OK** (or press the Enter key on the keyboard) to open the *Change Food Issued* screen.
- Click the cell of the changing food item in the *Amount to Change* column to highlight it.
- Click the same cell again for spin arrows to appear.
- Double-click and type the same quantity displayed in the *Total Units Available* column.
- Click **OK** (or press the Enter key on the keyboard) on *Change Food Issued* screen.
- Click the drop-down in the *Replacement Food* dialogue box.
- Select the appropriate food item to replace the food item being changed.

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- Click **Send EBT Data**.
- Click **OK** (or press the Enter key on the keyboard) on the *Change Food Issued* message.
 - The new food item will replace the changed food item on the eWIC card.
- In the *Food Prescription* tab:
 - Verify a food package was created with today's date.
 - Edit or add future food prescriptions to ensure the correct food items and quantity is present.
- Click the **Issue Benefits** icon to re-issue benefits.

Print Account Balance:

- Click the **Benefit Management** menu.
- Select **Print EBT Account Balance**.
- Select the **Send to Printer** radio button.
- Select **OK** (or press the Enter key on the keyboard).